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GOVERNMENT DOCUMENTS
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Working Together

Employee Development Programs and Services for State and Local Government

Building a Quality Workforce

Spring Schedule
January - June 2000

Commonwealth of Massachusetts
Human Resources Division

http://www.state.ma.us/hrd/training

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THE HRD-TRAINING SOLUTION

Multi-regional training through Regional Training Centers is now happening, thanks to the Human Resources Division (HRD), a progressive department constantly working to provide new ways to upgrade and enhance the interface for all public employee training.

The Challenge: Accommodate all levels of public employees by partnering with Higher Education in order to build on the Commonwealth's existing resources to provide superior training opportunities.

The Solution: Provide the most up-to date classes as determined through needs assessment and provide those classes in state-of-the-art Regional Learning Centers closer to where public employees live and work.

For more information, contact the HRD Training Group at 617-727-3777 or visit us on the Internet at www.state.ma.us/HRD/Training. **For a complete description of all courses, see HRD's "Working Together" FY 2000 Training Catalogue previously distributed, or view them on the Internet at www..state.ma.us/HRD/Training**

Note: Due to the implementation of statewide HR/CMS Training in Boston and many of the Regional Centers, HRD Training courses are not available at all locations for the months of January through April.

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NEW COURSE OFFERINGS

NEW COURSE OFFERINGS

PROFESSIONAL DEVELOPMENT

Challenge of Alzheimer's

This full day program focuses on caring for the person with Alzheimer's. This program will help caregivers, family members, and others understand the world of a person with Alzheimer's. You will learn how to engage a person with Alzheimer's, including useful techniques to assist with ADL's. You will review the causes and management of aggressive behavior, and explore the involvement of family members in the care of a person with Alzheimer's. The Massachusetts Nurses Association has approved 7.2 CEUs for this program. NASW has approved 6.2 hours for Social Workers.
Location: Worcester Fee: $65

CNA Safety: How to Deal with Nursing Home Resident Aggression (A Workshop Especially for CNAs)

Violence by residents in long-term nursing facilities toward Certified Nurse Aides (CNA) occurs at an alarming rate and results in CNA injuries, loss of work, poor morale, and high turn-over, as well as impacting upon quality of care issues. This half-day program will assist CNAs both in decreasing resident aggression and dealing with the impact of a violent episode. It is the PRIMER Program – PR, Prevention Recognition; IM, Intervention Management; and ER, Emotional Reactions, which has been accredited by the Massachusetts Nurses Association.
Location: Worcester Fee: $40

Prevention and Management of Aggressive Behavior in Nursing Home Residents – the Primer Program

This half-day program is for nurses, Certified Nurse Aides, and other residential personnel. The growing number of nursing home resident assaults constitutes a major clinical problem. Families reflect this distress. You will advance your knowledge and awareness and receive practical management and skills training in this challenging healthcare area.Location: Worcester Fee: $40

Conducting Business on the Internet

This one-day introduction to e-commerce will give you an overview of the way business is conducted on the Internet. In this workshop you will learn how organizations are using the Internet in today's business environment. You will discuss the steps your organization may need to take to "get connected" and the options available to you. Other topics will include strategic planning, budgeting and security risks and controls. A textbook is included.
Location: Worcester Fee: $65

Debt Free Workshop

A recent survey of human resource executives found that nearly one-third consider employee financial problems the most pressing and overlooked workplace issue. This half-day program will demonstrate, step-by-step, how you can pay off your debt, including your home mortgage in five to seven years. You will leave the workshop with a complete personalized debt-elimination plan. Participants should bring a calculator and a list of debts showing balances and minimum monthly payments to class. Each participant will receive a workshop workbook.
Location: Canton and Worcester Fee: $40

Dynamic Communication

Managers and supervisors know how important it is to communicate clearly and effectively with employees and the public. Effective communication can mean the difference between success and failure in any organization. In this one-day seminar, you will learn: to identify your unique behavioral style; to identify the style of others; and to adapt your style to suit others. These three simple but powerful steps are the keys to improving employee relations and customer satisfaction. This course includes a workbook and a 30 page individual behavioral report.
Location: Worcester Fee: $139

NEW COURSE OFFERINGS

PROFESSIONAL DEVELOPMENT

How to Handle Difficult People

We all know them, and what's worse is that we all have at least one of them in our lives. No matter how hard we try, we can't seem to connect or communicate with them. In this one day course you will learn: 20 practical ground rules for handling conflict; to be assertive without being aggressive; why some people irk you and some don't; and to identify the many faces of impossible behavior. You will also learn specific coping techniques to deal with all types of difficult people; to keep cool and not crumble under pressure; to stand up to bullies; and to monitor the mood-manipulators.

Location: Holyoke **Fee:** $199

Interactive Video Systems for Conferencing and Instruction

This one-day class introduces the participant to videoconferencing. Covered in this class are ISDN (Integrated Services Digital Network) lines, the international standards of common usage, the ease of use of the new technology, the features of most H.320 compatible equipment, and classroom performance in front of a camera. Participants will learn how distance learning can greatly benefit training programs and how they offer expanded educational opportunities from institutions of higher learning.

Location: Framingham **Fee:** $65

Techniques of Interactive Video Use

This one-day class will prepare the participant in the various approaches to using interactive video for instruction and training. Emphasis will be placed on the value added to the learning experience.

Location: Framingham **Fee:** $65

The following three workshops are from Achieve Global. Each workshop is four-hours in length and uses realistic video modeling, discussion, practice, feedback and planning activities to build participants' skills and encourage the transfer of new skills to the workplace. Each course includes a participant workbook.

Location: Worcester **Fee:** $89

Clarifying Customer Expectations

Quality improvement begins and ends with the customer, whether internal or external. Managers and employees learn how to uncover customer expectations, create partnerships with customers, and devise plans to meet customer needs without compromising organizational requirements or resources.

Quality: Through the Eyes of the Customer

When an organization begins a quality initiative, it must make sure employees know what quality is and what they can do to make it a reality. This unit communicates the quality concept and raises employees' awareness of quality in focusing on products and services from the customer's perspective. Participants learn the difference between the "good" and the "bad" costs of quality and explore the need to develop systems that help them exceed customer expectations.

Resolving Customer Dissatisfaction

Participants learn practical skills for working with customers (inside or outside the organization). Whose expectations have not been met. Participants learn ways to defuse the customer's annoyance and to refocus the interaction on a successful resolution of the problem.

COMPUTER PROGRAMS

Using Microsoft Office to Create Lively Documents

This 4-hour workshop will show participants how to use features in MS Office such as word art, text boxes, and customized tool bars to make distinctive looking documents and presentations. Participants will also learn how to use search engines on the Internet to find new ideas, free clipart, and fonts. This is a hands-on workshop.

Location: Gardner **Fee:** $49

SCHEDULES

COURSE LISTINGS BY LOCATION

BOSTON – ONE ASHBURTON PLACE		
HRD-Suffolk Univ. "Skills for Career Success"	Event Planning	Tier III: Managing People in Public Agencies
Advanced Conflict of Interest Seminar	Five Steps to Effective Management	Tier III: Senior Level Management Development Program
Advanced Supervisory Practices	HRD's Breakfast Roundtable Info Series	Tier IV: Senior Executive Management Program (Harvard)
Assertiveness Training	Implementing ADA	Understanding and Preventing Sexual Harassment- Train-the-Trainer and End user
Basic Workplace Spanish	Intermediate Supervisory Practices	Work Organization
Business Writing: Memos & Letters	Intermediate Writing	Workplace Communication
Conflict of Interest Seminar	Introduction to the RFR Process	Access Excel
Core Writing Skills	Policies for a Barrier Free Agency	MS Project Outlook
Creating Results Through Influence & Partnering	Professional Skills for Support Staff	PageMaker PowerPoint
Creativity and Innovation for the New Millennium	Public Speaking	Publisher Word
Customer Relations	Report Writing	HTML Authoring
How to Deal with Troubled Employees	Speed Reading Skills for Managers	Introduction to the Internet
Embracing Diversity	Stress Management	Introduction to PCs/Windows NT
Employment Liability Institute for Public Managers	Supervising the Marginal Employee	Web Page Development
EPRS – full and half-day sessions	Techniques of Supervision	
	Train-the-Trainer Certificate Program	
	Tier I: Making the Transition to Mngmnt.	
	Tier II: Mid-Level Management Development Program	

CANTON/BROCKTON - MASSASOIT		
American Sign Language	EPRS – full and half-day sessions	Train-the-Trainer
Business/Report Writing	Mastering Business Etiquette	Treating the Citizen as a Customer
Debt Free Living	Sexual Harassment Prevention	Access Excel
Effective Performance Appraisal	Team Building	Intro to Internet Intro to PC's
Effective Public Speaking	Techniques of Supervision	PowerPoint Word
Electronic (Email) Report Writing	Time Management/Stress Reduction	Web Page Design Win 95 & Win 98

FRAMINGHAM – MASS BAY		
Critical Thinking	Stress Management	Introduction to PC's
Customer Relations	Techniques of Interactive Video Use	PowerPoint
Intro to Interactive Video Delivery Systems for Conference & Instruction	Time Management	Using Email and the Internet
Public Speaking	Access Excel	Web Page Development
	Introduction to Internet	Word

GARDNER – MT. WACHUSETT		
Basic Principles Collaborative Wkplace	Event Planning	Techniques of Supervision
Coaching: Bring out Best in Others	Executive Writing	Violence Awareness
Conflict of Interest Seminar	Leadership Skills	Access Excel
Core Writing Skills	Managing Your Priorities	Outlook PowerPoint
Critical Thinking	Resume Writing	QuarkXpress Word
Customer Relations	Stress Management	Intro to Internet
Embracing Diversity	Successfully Manage Irate Callers	Intro to PC's/Win NT
Electronic (Email) Report Writing	Supervising the Marginal Employee	Using Office to Create Lively Docs.
EPRS – full and half-day sessions	Team Building	Web Page Development

HAVERHILL – NORTHERN ESSEX		
Legal Trilogy Series:	Basic Workplace Spanish	Team Problem Solving Tools
Sexual Harassment Prevention	EPRS – full and half-day sessions	Using Myers-Briggs to Enrich Relations
Managing and Valuing Diversity	Give & Receive Constructive Feedback	Access Excel
Violence in the Workplace	Moving from Conflict to Collaboration	Outlook PowerPoint

HOLYOKE - HOLYOKE		
ABC's of Management	How to Deliver Winning Presentations	Introduction to PC's
Dynamic Communication	How to Handle Difficult People	Navigating Windows 95
First Line Supervision	Managing and Resolving Conflict	Using Email and the Internet
Fundamentals of Finance & Accounting for Non-Financial Managers	Personal Strategies for Managing Stress	Microsoft Certification Courses (MOUS)
Going the Extra Mile for Customer Svc.	EPRS – full and half-day sessions	Access Excel
	Policies for a Barrier Free Agency	PowerPoint Word

WORCESTER - QUINSIGAMOND		
American Sign Language	Debt Free Workshop	Quality: Through Eyes of Customer
Basic Workplace Spanish	Embracing Diversity	Resolve Customer Dissatisfaction
Blueprint Reading	EPRS – full and half-day sessions	Successfully Manage Irate Callers
Business/Report Writing	Executive Writing	Supervising Marginal Employee
Challenge of Alzheimer's	Give & Receive Constructive Feedback	Techniques of Teaching Adults
Clarifying Customer Expectations	Grant Writing	Work Organization
Certified Nurse Aides Safety courses	How to Conduct Needs Analysis	Access Excel
Coaching: Bring out the Best in Others	Multiple Learning Styles	Intro to Internet Intro to PC's
Conducting Business on the Internet	Myers-Briggs Type Inventory	PowerPoint Word
Confront Issues with Managers & Peers	Project Management Seminar	Intro to Win 95 and 98
Dealing with Emotional Behavior	Public Speaking	WordPerfect
		Web Page Development

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
PROFESSIONAL DEVELOPMENT COURSES									
HRD-Suffolk University: "Skills for Career Success" Session 1: Emotional Intelligence: the Foundation for Career Success	600HRDS0	$125	9:00 – 12:00			2			
Session 2: Personal Mastery: the Cornerstone of Career Success	601HRDS0	$125	9:00 – 12:00				6		
Session 3: Leadership: the Pillar of Career Success	602HRDS0	$125	9:00 – 12:00					4	
Session 4: Career Effectiveness: the Design of Career Success	603HRDS0	$125	9:00 – 12:00						1
All Four Sessions Above	604HRDS0	$425	9:00 – 12:00			2	6	4	1
Advanced Conflict of Interest Seminar	605HRDS0	None	1:00 – 4:00			8			
Advanced Supervisory Practices	606HRDS0	$130	9:00 – 4:00					25 - 26	
Assertiveness Training	607HRDS0	$65	9:00 – 4:00				24		
Basic Workplace Spanish (20 hrs)	608HRDS0	$285	9:30 – 12:30			1, 8, 15, 22, 29 &	5, 12		
Business Writing: Letters & Memos	609HRDS0	$80	9:00 – 4:00	26					
Conflict of Interest Seminar	610HRDS0	None	9:00 – 12:00		15				
Conflict of Interest Seminar	611HRDS0	None	9:00 – 12:00					23	
Core Writing Skills	612HRDS0	$150	9:00 – 4:00		17-18				
Creating Results through Influence and Partnering	613HRDS0	$735	9:00 - 4:00					2 - 4	
Creativity and Innovation for the New Millennium	614HRDS0	$65	9:00 – 4:00		8				
Customer Relations	615HRDS0	$65	9:00 – 4:00		23				
How to Deal with Troubled Employees	616HRDS0	$25	9:30 – 3:00		10				
How to Deal with Troubled Employees	617HRDS0	$25	9:30 – 3:00			9			
How to Deal with Troubled Employees	618HRDS0	$25	9:30 – 3:00				26		
How to Deal with Troubled Employees	619HRDS0	$25	9:30 – 3:00					18	
Embracing Diversity	620HRDS0	$65	9:00 – 4:00					1	
Employment Liability Institute for Public Managers/UMass Donahue	621HRDS0	$840	9:00 – 4:00			6, 7, 13 & 15			
EPRS "Hands-on" for Supervisors and Managers	880HRDS0	None	9:00 – 4:00	14					
EPRS "Hands-on" for Supervisors and Managers	881HRDS0	None	9:00 – 4:00		11				
EPRS "Hands-on" for Supervisors and Managers	882HRDS0	None	9:00 – 4:00			14			
EPRS "Hands-on" for Supervisors and Managers	883HRDS0	None	9:00 – 4:00				10		

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
EPRS "Hands-on" for Supervisors and Managers	884HRDS0	None	9:00 – 4:00					9	
EPRS for Seasoned Supervisors and Managers	885HRDS0	None	9:00 – 12:00	21					
EPRS for Seasoned Supervisors and Managers	886HRDS0	None	1:00 – 4:00		15				
EPRS for Seasoned Supervisors and Managers	887HRDS0	None	1:00 – 4:00			22			
EPRS for Seasoned Supervisors and Managers	888HRDS0	None	9:00 – 12:00				19		
EPRS for Seasoned Supervisors and Managers	889HRDS0	None	9:00 – 12:00					26	
Event Planning - **NEW**	622HRDS0	$65	9:00 – 4:00		28				
Five Steps to Effective Management	623HRDS0	None	9:00 – 12:30	25					
Five Steps to Effective Management	624HRDS0	None	9:00 – 12:30					2	
HRD's Breakfast Roundtable Management Information Series - Workplace Stress	273HRDF0	$10	8:45 – 10:15	20					
- EEO Overview/Cultural Diversity	274HRDF0	$10	8:45 – 10:15		29				
- Information Technology Initiatives	275HRDF0	$10	8:45 – 10:15			23			
- Sexual Harassment – an Update	276HRDF0	$10	8:45 – 10:15				27		
- Disability Employment Project	277HRDF0	$10	8:45 – 10:15					10	
- Labor Relations	278HRDF0	$10	8:45 – 10:15						12
Implementing ADA	625HRDS0	$10	9:00 – 4:00				28		
Intermediate Supervisory Practices	626HRDS0	$135	9:00 – 4:00				18-19		
Intermediate Writing	627HRDS0	$150	9:00 – 4:00					10 - 11	
Introduction to the RFR Process	628HRDS0	$100	9:00 – 4:00	31 &	1				
Introduction to the RFR Process	629HRDS0	$100	9:00 – 4:00				20 –21		
Introduction to the RFR Process	630HRDS0	$100	9:00 – 4:00					24-25	
Policies for a Barrier Free Workplace	631HRDS0	None	9:00 – 12:30		7				
Policies for a Barrier Free Workplace	632HRDS0	None	9:00 – 12:30						13
Professional Skills for Support Staff	633HRDS0	$200	9:00 – 4:00			6, 13 & 20			
Public Speaking	634HRDS0	$225	9:00 – 4:00					15-17	
Report Writing	635HRDS0	$150	9:00 – 4:00				13 -14		
Speed Reading Skills for Managers	636HRDS0	$165	9:00 – 4:00					22 - 23	
Stress Management	637HRDS0	$65	9:00 – 4:00	19					
Supervising the Marginal Employee	638HRDS0	$65	9:00 – 4:00					5	
Techniques of Supervision	639HRDS0	$275	9:00 – 4:00			3, 10, 24, 31	& 7		

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
Tier I: Making the Transition to Management	640HRDS0	$130	9:00 – 4:00		2 - 3				
Tier II: Mid-Level Management Development Program/ UMass Donahue Institute	641HRDS0	$840	9:00 – 4:00		7, 8, 14 - 16				
Tier III: Managing People in Public Agencies/ Brandeis University	125BRNS0	$870	9:00 – 4:00				11 - 14		
Tier III: Senior Level Management Development Program/ UMass Donahue Institute	642HRDS0	$870	9:00 – 4:00			3, 4 & 10 - 12			
Tier IV: Senior Executive Management Program/ John F. Kennedy School of Government	001KSGS0	$2,415	9:00 – 4:00		28, 29 &	1 - 3			
Train-the-Trainer Certificate Program	643HRDS0	$575	9:00 – 4:00			7, 21, 28 &	4, 11, 25 &	9, 16	
Understanding and Preventing Sexual Harassment in the Workplace: Train-the-Trainer	644HRDS0	None	9:00 – 4:00		4				
Understanding and Preventing Sexual Harassment: Managers	645HRDS0	None	1:00 – 4:00			2			
Understanding and Preventing Sexual Harassment: Managers	646HRDS0	None	9:00 – 12:00					1	
Understanding and Preventing Sexual Harassment: Staff	647HRDS0	None	1:00 – 4:00		10				
Understanding and Preventing Sexual Harassment: Staff	648HRDS0	None	9:00 – 12:00				5		
Work Organization	649HRDS0	$65	9:00 – 4:00	27					
Workplace Communication	650HRDS0	$130	9:00 – 4:00					30 - 31	
COMPUTER PROGRAMS									
Access – Introduction	651HRDS0	$99	9:00 – 4:00	24					
Access – Introduction	652HRDS0	$99	9:00 – 4:00		28				
Access – Introduction	653HRDS0	$99	9:00 – 4:00				3		
Access – Introduction	654HRDS0	$99	9:00 – 4:00					4	
Access – Introduction	655HRDS0	$99	9:00 – 4:00						1
Access 2000 – Introduction - **NEW**	656HRDS0	$99	9:00 – 4:00					11	
Access 2000 – Introduction - **NEW**	657HRDS0	$99	9:00 – 4:00					23	
Access – Intermediate	658HRDS0	$99	9:00 – 4:00		8				
Access – Intermediate	659HRDS0	$99	9:00 – 4:00			16			
Access – Intermediate	660HRDS0	$99	9:00 – 4:00				19		
Access – Intermediate	661HRDS0	$99	9:00 – 4:00					16	
Access 2000 – Intermediate – **NEW**	662HRDS0	$99	9:00 – 4:00					19	
Access 2000 – Intermediate – **NEW**	663HRDS0	$99	9:00 – 4:00						14

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
Access – Advanced	664HRDS0	$198	9:00 – 4:00		17 –18				
Access – Advanced	665HRDS0	$198	9:00 – 4:00			22-23			
Access – Advanced	666HRDS0	$198	9:00 – 4:00				27-28		
Access – Advanced	667HRDS0	$198	9:00 – 4:00					17-18	
Access Application Development	668HRDS0	$198	9:00 – 4:00	27-28					
Access Application Development	669HRDS0	$198	9:00 – 4:00			2-3			
Access Application Development	670HRDS0	$198	9:00 – 4:00				4-5		
Access Application Development	671HRDS0	$198	9:00 – 4:00					10-11	
Access Application Development	672HRDS0	$198	9:00 – 4:00						12-13
Excel – Introduction	673HRDS0	$99	9:00 – 4:00	20					
Excel – Introduction	674HRDS0	$99	9:00 – 4:00		24				
Excel – Introduction	675HRDS0	$99	9:00 – 4:00			29			
Excel – Introduction	676HRDS0	$99	9:00 – 4:00				26		
Excel – Introduction	677HRDS0	$99	9:00 – 4:00					22	
Excel 2000 – Introduction – **NEW**	678HRDS0	$99	9:00 – 4:00					8	
Excel 2000 – Introduction – **NEW**	679HRDS0	$99	9:00 – 4:00						2
Excel – Intermediate	680HRDS0	$99	9:00 – 4:00		3				
Excel – Intermediate	681HRDS0	$99	9:00 – 4:00			10			
Excel – Intermediate	682HRDS0	$99	9:00 – 4:00				10		
Excel – Intermediate	683HRDS0	$99	9:00 – 4:00					18	
Excel 2000 – Intermediate – **NEW**	684HRDS0	$99	9:00 – 4:00					17	
Excel 2000 – Intermediate – **NEW**	685HRDS0	$99	9:00 – 4:00						12
Excel – Advanced	686HRDS0	$99	9:00 – 4:00		9				
Excel – Advanced	687HRDS0	$99	9:00 – 4:00			6			
Excel – Advanced	688HRDS0	$99	9:00 – 4:00				18		
Excel – Advanced	689HRDS0	$99	9:00 – 4:00					25	
Excel – Visual Basic	690HRDS0	$99	9:00 – 4:00		29				
Excel – Visual Basic	691HRDS0	$99	9:00 – 4:00				7		
Excel – Visual Basic	692HRDS0	$99	9:00 – 4:00					9	
HTML Authoring	693HRDS0	$198	9:00 – 4:00		15-16				
HTML Authoring	694HRDS0	$198	9:00 – 4:00			27-28			
HTML Authoring	695HRDS0	$198	9:00 – 4:00				27-28		
HTML Authoring	696HRDS0	$198	9:00 – 4:00					31 &	1
Introduction to Internet	697HRDS0	$49	1:00 – 4:00	25					
Introduction to Internet	698HRDS0	$49	1:00 – 4:00		29				
Introduction to Internet	699HRDS0	$49	9:00 – 12:00			22			
Introduction to Internet	700HRDS0	$49	1:00 – 4:00				12		
MS Project – Introduction	701HRDS0	$198	9:00 – 4:00		3-4				
MS Project – Introduction	702HRDS0	$198	9:00 – 4:00			14-15			
MS Project – Introduction	703HRDS0	$198	9:00 – 4:00					2-3	
MS Project – Introduction	704HRDS0	$198	9:00 – 4:00					31 &	1

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
MS Publisher – **NEW**	705HRDS0	$99	9:00 – 4:00					18	
Outlook	706HRDS0	$99	9:00 – 4:00	26					
Outlook	707HRDS0	$99	9:00 – 4:00			1			
Outlook	708HRDS0	$99	9:00 – 4:00				19		
Outlook	709HRDS0	$99	9:00 – 4:00					31	
Outlook – 2000 – **NEW**	710HRDS0	$99	9:00 – 4:00					10	
Outlook – 2000 – **NEW**	711HRDS0	$99	9:00 – 4:00						14
PageMaker	712HRDS0	$198	9:00 – 4:00		9-10				
PageMaker	713HRDS0	$198	9:00 – 4:00			20-21			
PageMaker	714HRDS0	$198	9:00 – 4:00					8-9	
PowerPoint – Introduction	715HRDS0	$99	9:00 – 4:00	21					
PowerPoint – Introduction	716HRDS0	$99	9:00 – 4:00		25				
PowerPoint – Introduction	717HRDS0	$99	9:00 – 4:00			30			
PowerPoint – Introduction	718HRDS0	$99	9:00 – 4:00				26		
PowerPoint – Introduction	719HRDS0	$99	9:00 – 4:00						2
PowerPoint 2000 – Introduction – **NEW**	720HRDS0	$99	9:00 – 4:00					24	
Web Page Development	721HRDS0	$99	9:00 – 4:00		2			17	
Web Page Development	722HRDS0	$99	9:00 – 4:00			7			12
Web Page Development	723HRDS0	$99	9:00 – 4:00				25		
Web Page Development	724HRDS0	$99	9:00 – 4:00					26	
Word – Introduction	725HRDS0	$99	9:00 – 4:00	19					
Word - Introduction	726HRDS0	$99	9:00 – 4:00		23				
Word - Introduction	727HRDS0	$99	9:00 – 4:00			31			
Word - Introduction	728HRDS0	$99	9:00 – 4:00				24		
Word - Introduction	729HRDS0	$99	9:00 – 4:00					24	
Word – Intermediate	730HRDS0	$99	9:00 – 4:00		1				
Word – Intermediate	731HRDS0	$99	9:00 – 4:00			8			
Word – Intermediate	732HRDS0	$99	9:00 – 4:00				14		
Word – Intermediate	733HRDS0	$99	9:00 – 4:00					12	
Word – Advanced	734HRDS0	$99	9:00 – 4:00			23			
Word – Advanced	735HRDS0	$99	9:00 – 4:00					5	
Word 2000 – Introduction – **NEW**	736HRDS0	$99	9:00 – 4:00					12	
Word 2000 – Introduction – **NEW**	737HRDS0	$99	9:00 – 4:00						1
Word 2000 – Intermediate – **NEW**	738HRDS0	$99	9:00 – 4:00					22	

CANTON - MASSASOIT COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
PROFESSIONAL DEVELOPMENT									
American Sign Language	739HRDC0	$285	9:00 – 4:00			24, 31	7, 14, & 21		
Business/Report Writing	740HRDC0	$130	9:00 – 4:00	18 & 25					
Business/Report Writing	741HRDC0	$130	9:00 – 4:00			9 & 16			
Business/Report Writing	742HRDC0	$130	9:00 – 4:00					2 & 9	
Debt Free Living – **NEW**	743HRDC0	$40	9:00 – 12:00		7				
Debt Free Living – **NEW**	744HRDCO	$40	9:00 – 12:00			28			
Debt Free Living – **NEW**	745HRDC0	$40	9:00 – 12:00				25		
Debt Free Living – **NEW**	746HRDC0	$40	9:00 – 12:00						2
Effective Performance Appraisal Process	747HRDC0	$65	9:00 – 12:00		17 & 24				
Effective Performance Appraisal Process	748HRDC0	$65	9:00 – 12:00					18 & 25	
Effective Performance Appraisal Process	749HRDCO	$65	9:00 – 12:00						1 & 8
Effective Public Speaking	750HRDC0	$65	9:00 – 4:00	31					
Effective Public Speaking	751HRDC0	$65	9:00 – 4:00		15				
Effective Public Speaking	752HRDC0	$65	9:00 – 4:00				10		
Effective Public Speaking	753HRDC0	$65	9:00 – 4:00					26	
Electronic (Email) Report Writing	754HRDCO	$65	9:00 – 12:00		9 & 16				
Electronic (Email) Report Writing	755HRDC0	$65	9:00 – 12:00			13 & 20			
Electronic (Email) Report Writing	756HRDC0	$65	9:00 – 12:00				13 & 20		
Electronic (Email) Report Writing	757HRDC0	$65	9:00 – 12:00					10 & 17	
EPRS "Hands On" for Supervisors and Managers - **Brockton**	890HRDB0	None	9:00 – 4:00	20					
EPRS "Hands On" for Supervisors and Managers - **Brockton**	891HRDB0	None	9:00 – 4:00			9			
EPRS "Hands On" for Supervisors and Managers - **Brockton**	892HRDB0	None	9:00 – 4:00					11	
EPRS for Seasoned Supervisors and Managers – **Brockton**	893HRDB0	None	9:00 – 12:00		17				
EPRS for Seasoned Supervisors and Managers – **Brockton**	894HRDB0	None	9:00 – 12:00				18		
EPRS for Seasoned Supervisors and Managers – **Brockton**	895HRDB0	None	9:00 – 12:00						15
Mastering Business Etiquette	758HRDC0	$65	9:00 – 4:00			30			
Sexual Harassment Prevention	759HRDC0	$65	9:00 – 4:00						6
Team Building	760HRDC0	$65	9:00 – 4:00	21					
Team Building	761HRDC0	$65	9:00 – 4:00		22				
Team Building	762HRDC0	$65	9:00 – 4:00			6			
Team Building	763HRDC0	$65	9:00 – 4:00				27		
Team Building	764HRDCO	$65	9:00 – 4:00					23	
Team Building	765HRDC0	$65	9:00 – 4:00						5

CANTON - MASSASOIT COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
Techniques of Supervision	766HRDC0	$275	9:00 – 4:00			29	5, 12, 19 & 26		
Time Management/Stress Reduction	767HRDC0	$65	9:00 – 4:00	27					
Time Management/Stress Reduction	768HRDC0	$65	9:00 – 4:00		10				
Time Management/Stress Reduction	769HRDC0	$65	9:00 – 4:00			23			
Time Management/Stress Reduction	770HRDC0	$65	9:00 – 4:00				11		
Time Management/Stress Reduction	771HRDC0	$65	9:00 – 4:00					11	
Train-the-Trainer	772HRDC0	$195	9:00 – 4:00		4, 11, & 18				
Train-the-Trainer	773HRDC0	$195	9:00 – 4:00					5, 12 & 19	
Treating the Citizen as a Customer	774HRDC0	$65	9:00 – 4:00		3				
Treating the Citizen as a Customer	775HRDC0	$65	9:00 – 4:00			13			
Treating the Citizen as a Customer	776HRDC0	$65	9:00 – 4:00				6		
Treating the Citizen as a Customer	777HRDC0	$65	9:00 – 4:00					4	
COMPUTER PROGRAMS									
Access – Introduction	778HRDC0	$99	9:00 – 4:00		24				
Access – Introduction	779HRDC0	$99	9:00 – 4:00			21			
Access – Introduction	780HRDC0	$99	9:00 – 4:00					25	
Excel – Introduction	781HRDC0	$99	9:00 – 4:00	27					
Excel – Introduction	782HRDC0	$99	9:00 – 4:00			14			
Excel – Introduction	783HRDC0	$99	9:00 – 4:00				25		
Excel – Use as a Database - **NEW**	784HRDC0	$49	9:00 – 12:00		23				
Excel – Use as a Database - **NEW**	785HRDC0	$49	9:00 – 12:00					24	
Excel – Macros & Templates - **NEW**	786HRDC0	$49	9:00 – 12:00				6		
Excel – Macros & Templates - **NEW**	787HRDC0	$49	9:00 – 12:00						8
Introduction to Internet	788HRDC0	$99	9:00 – 4:00	20					
Introduction to Internet	789HRDC0	$99	9:00 – 4:00		3				
Introduction to Internet	790HRDC0	$99	9:00 – 4:00			6			
Introduction to Internet	791HRDC0	$99	9:00 – 4:00				5		
Introduction to Internet	792HRDC0	$99	9:00 – 4:00					4	
Introduction to Internet	793HRDC0	$99	9:00 – 4:00						6
Introduction to PC's	794HRDC0	$99	9:00 – 4:00	18					
Introduction to PC's	795HRDC0	$99	9:00 – 4:00		17				
Introduction to PC's	796HRDC0	$99	9:00 – 4:00			10			
Introduction to PC's	797HRDC0	$99	9:00 – 4:00			22			
Introduction to PC's	798HRDC0	$99	9:00 – 4:00				12		
Introduction to PC's	799HRDC0	$99	9:00 – 4:00					2	
Introduction to PC's	800HRDC0	$99	9:00 – 4:00					18	
Introduction to PC's	801HRDC0	$99	9:00 – 4:00						1

CANTON - MASSASOIT COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
PowerPoint – Introduction	802HRDC0	$99	9:00 – 4:00	28					
PowerPoint – Introduction	803HRDC0	$99	9:00 – 4:00		18				
PowerPoint – Introduction	804HRDC0	$99	9:00 – 4:00			7			
PowerPoint – Introduction	805HRDC0	$99	9:00 – 4:00				11		
PowerPoint – Introduction	806HRDC0	$99	9:00 – 4:00				26		
PowerPoint – Introduction	807HRDC0	$99	9:00 – 4:00					16	
Web Page Design	808HRDC0	$99	9:00 – 4:00	24					
Web Page Design	809HRDC0	$99	9:00 – 4:00		25				
Web Page Design	810HRDC0	$99	9:00 – 4:00			30			
Web Page Design	811HRDCO	$99	9:00 – 4:00				24		
Web Page Design	812HRDC0	$99	9:00 – 4:00					19	
Web Page Design	813HRDC0	$99	9:00 – 4:00						9
Windows 95	814HRDC0	$49	9:00 – 12:00	19					
Windows 95	815HRDC0	$49	9:00 – 12:00		14				
Windows 95	816HRDC0	$49	9:00 – 12:00				13		
Windows 98	817HRDC0	$49	9:00 – 12:00		2				
Windows 98	818HRDC0	$49	9:00 – 12:00			27			
Windows 98	819HRDC0	$49	9:00 – 12:00						5
Windows 95 to 98 – Transition	820HRDC0	$49	9:00 – 12:00	26					
Windows 95 to 98 – Transition	821HRDCO	$49	9:00 – 12:00			15			
Windows 95 to 98 – Transition	822HRDC0	$49	9:00 – 12:00					3	
Word – Introduction	823HRDC0	$99	9:00 – 4:00	25					
Word – Introduction	824HRDC0	$99	9:00 – 4:00		1				
Word – Introduction	825HRDC0	$99	9:00 – 4:00			8			
Word – Introduction	826HRDC0	$99	9:00 – 4:00				18		
Word – Introduction	827HRDC0	$99	9:00 – 4:00					17	
Word – Introduction	828HRDC0	$99	9:00 – 4:00						7
Word – Creating Tables – **NEW**	829HRDC0	$49	9:00 – 12:00		16				
Word – Creating Tables – **NEW**	830HRDC0	$49	9:00 – 12:00				4		
Word – Editing Skills – **NEW**	831HRDC0	$49	9:00 – 12:00			23			
Word – Editing Skills - **NEW**	832HRDC0	$49	9:00 – 12:00					9	
Word – Merge - **NEW**	833HRDC0	$49	9:00 – 12:00			29			
Word – Merge – **NEW**	834HRDC0	$49	9:00 – 12:00				27		

FRAMINGHAM - MASS BAY COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
PROFESSIONAL DEVELOPMENT									
Critical Thinking	835HRDF0	$65	9:00 – 4:00						8
Customer Relations	836HRDF0	$65	9:00 – 4:00					4	
Introduction to Interactive Video Delivery Systems for Conferencing and Instruction **NEW**	837HRDF0	$65	9:00 – 4:00			10			
Introduction to Interactive Video Delivery Systems for Conferencing and Instruction **NEW**	838HRDF0	$65	9:00 – 4:00					18	
Public Speaking	839HRDF0	$65	9:00 – 4:00						15
Stress Management	840HRDF0	$65	9:00 – 4:00			23			
Stress Management	841HRDF0	$65	9:00 – 4:00					11	
Techniques of Interactive Video Use - **NEW**	842HRDF0	$65	9:00 – 4:00			21			
Techniques of Interactive Video Use - **NEW**	843HRDF0	$65	9:00 – 4:00					25	
Time Management	844HRDF0	$65	9:00 – 4:00						1
COMPUTER PROGRAMS									
Access – Introduction	845HRDF0	$99	9:00 – 4:00				28		
Access – Advanced	846HRDF0	$99	9:00 – 4:00					5	
Excel – Introduction	847HRDF0	$99	9:00 – 4:00				24		
Excel – Intermediate	848HRDF0	$99	9:00 – 4:00					1	
Excel – Advanced	849HRDF0	$99	9:00 – 4:00					8	
Introduction to Internet	850HRDF0	$99	9:00 – 4:00					15	
Introduction to PCs	851HRDF0	$99	9:00 – 4:00				25		
PowerPoint – Introduction	852HRDF0	$99	9:00 – 4:00					12	
Using Email and the Internet	853HRDF0	$99	9:00 – 4:00			20			
Using Email and the Internet	854HRDF0	$99	9:00 – 4:00					19	
Web Page Development	855HRDF0	$99	9:00 – 4:00			13			
Web Page Development	856HRDF0	$99	9:00 – 4:00					26	
Word - Introduction	857HRDF0	$99	9:00 – 4:00				26		
Word – Intermediate	858HRDF0	$99	9:00 – 4:00					3	

GARDNER - MT. WACHUSETT COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
PROFESSIONAL DEVELOPMENT									
Basic Principles for a Collaborative Workplace	13023HRD	$40	9:00 – 1:00			24			
Basic Principles for a Collaborative Workplace	13024HRD	$40	9:00 – 1:00				12		
Coaching: Bringing Out the Best in Others	13017HRD	$40	9:00 – 1:00			10			
Coaching: Bringing Out the Best in Others	13018HRD	$40	9:00 – 1:00				19		
Conflict of Interest Seminar	13028HRD	None	9:00 – 12:00			28			
Core Writing Skills	13030HRD	$150	9:00 – 4:00			23 & 30			
Critical Thinking	13032HRD	$150	9:00 – 4:00			29 &	6		
Critical Thinking	13033HRD	$150	9:00 – 4:00					11 & 18	
Customer Relations	13029HRD	$65	9:00 – 4:00			22			
Embracing Diversity	13073HRD	$65	9:00 – 4:00		17				
Electronic (E-Mail) Report Writing	13036HRD	$65	9:00 – 4:00				5		
Electronic (E-Mail) Report Writing	13037HRD	$65	9:00 – 4:00					3	
EPRS "Hands-on" for Supervisors and Managers	896HRDG0	None	9:00 – 4:00	6					
EPRS "Hands-on" for Supervisors and Managers	897HRDG0	None	9:00 – 4:00			2			
EPRS "Hands-on" for Supervisors and Managers	898HRDG0	None	9:00 – 4:00					4	
EPRS for Seasoned Supervisors & Mgrs.	899HRDG0	None	9:00 – 12:00		2				
EPRS for Seasoned Supervisors & Mgrs.	900HRDG0	None	9:00 – 12:00				4		
EPRS for Seasoned Supervisors & Mgrs.	901HRDG0	None	9:00 – 12:00						6
Event Planning	13035HRD	$65	9:00 – 4:00		29				
Executive Writing	13075HRD	$95	9:00 – 4:00		24				
Leadership Skills	13014HRD	$65	9:00 – 4:00		10				
Leadership Skills	13015HRD	$65	9:00 – 4:00			2			
Leadership Skills	13016HRD	$65	9:00 – 4:00				27		
Managing Your Priorities	13019HRD	$35	9:00 – 1:00				25		
Resume Writing	13034HRD	$45	9:00 – 1:00		1				
Stress Management	13025HRD	$65	9:00 – 4:00		3				
Stress Management	13026HRD	$65	9:00 – 4:00				26		
Successfully Manage Irate Callers with Lasting Effects (SMILE)	13021HRD	$75	9:00 – 1:00			7			
Successfully Manage Irate Callers with Lasting Effects (SMILE)	13022HRD	$75	9:00 – 1:00				4		
Supervising the Marginal Employee	13027HRD	$65	9:00 – 4:00			21			
Team Building	13012HRD	$130	9:00 – 4:00		8 & 15				
Techniques of Supervision	13020HRD	$275	9:00 – 4:00			31 &	7, 14, 21, 28		

GARDNER - MT. WACHUSETT COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
Violence Awareness	13031HRD	$65	9:00 – 4:00				11		
COMPUTER PROGRAMS									
Access – Introduction	13059HRD	$99	9:00 – 4:00		16				
Access – Introduction	13060HRD	$99	9:00 – 4:00		29				
Access – Introduction	13063HRD	$99	9:00 – 4:00			21			
Access – Introduction	13061HRD	$99	9:00 – 4:00			27			
Access – Introduction	13062HRD	$99	9:00 – 4:00				10		
Access – Advanced	13070HRD	$99	9:00 – 4:00		14				
Access – Advanced	13071HRD	$99	9:00 – 4:00			20			
Access – Advanced	13072HRD	$99	9:00 – 4:00				24		
Excel – Introduction	13053HRD	$99	9:00 – 4:00		2				
Excel – Introduction	13054HRD	$99	9:00 – 4:00			1			
Excel – Introduction	13055HRD	$99	9:00 – 4:00			24			
Excel – Introduction	13056HRD	$99	9:00 – 4:00				26		
Excel – Advanced	13066HRD	$99	9:00 – 4:00		4				
Excel – Advanced	13067HRD	$99	9:00 – 4:00			3			
Excel – Advanced	13068HRD	$99	9:00 – 4:00				7		
Internet - Introduction	13047HRD	$49	9:00 – 1:00		25				
Introduction to PCs/Windows NT	13039HRD	$99	9:00 – 4:00	31					
Introduction to PCs/Windows NT	13040HRD	$99	9:00 – 4:00		23				
Introduction to PCs/Windows NT	13041HRD	$99	9:00 – 4:00			6			
Introduction to PCs/Windows NT	13042HRD	$99	9:00 – 4:00			23			
Introduction to PCs/Windows NT	13043HRD	$99.	9:00 – 4:00				28		
Outlook	13011HRD	$99	9:00 – 4:00		11				
Outlook	13038HRD	$99	9:00 – 4:00			31			
PowerPoint – Introduction	13057HRD	$99	9:00 – 4:00			8			
PowerPoint – Introduction	13058HRD	$99	9:00 – 4:00				3		
PowerPoint – Advanced	13069HRD	$99	9:00 – 4:00				4		
QuarkXPress – Introduction	13044HRD	$99	9:00 – 4:00		28				
QuarkXPress – Introduction	13045HRD	$99	9:00 – 4:00			22			
QuarkXPress – Intermediate	13046HRD	$99	9:00 – 4:00				21		
Using MS Office to Create Lively Documents - **NEW**	14098HRD	$49	9:00 – 1:00				28		
Web Page Development	13048HRD	$99	9:00 – 4:00		22				
Word - Introduction	13049HRD	$99	9:00 – 4:00		7				
Word - Introduction	13050HRD	$99	9:00 – 4:00			2			
Word - Introduction	13051HRD	$99	9:00 – 4:00			29			
Word - Introduction	13052HRD	$99	9:00 – 4:00				12		
Word – Advanced	13064HRD	$99	9:00 – 4:00		9				
Word - Advanced	13065HRD	$99	9:00 – 4:00			30			

HAVERHILL - NORTHERN ESSEX COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	BLDG.	JAN	FEB	MAR	APRIL	MAY	JUNE
PROFESSIONAL DEVELOPMENT										
Legal Trilogy Series:										
Sexual Harassment Prevention	859HRDN0	$65	9:00 – 4:00	A		22				
Managing and Valuing Diversity	860HRDN0	$65	9:00 – 4:00	A			8			
Violence in the Workplace	861HRDN0	$65	9:00 – 4:00	A				5		
Basic Workplace Spanish	862HRDN0	$285	9:00 – 12:00	F		15, 22, 29 &	7, 14, 21, 28			
EPRS "Hands-on" for Supervisors and Managers	902HRDN0	None	9:00 – 4:00	A	21					
EPRS for Seasoned Supervisors and Managers	903HRDN0	None	9:00 – 12:00	A		14				
EPRS "Hands-on" for Supervisors and Managers	904HRDN0	None	9:00 – 4:00	F			15			
EPRS for Seasoned Supervisors and Managers	905HRDN0	None	9:00 – 12:00	A				18		
EPRS "Hands-on" for Supervisors and Managers	906HRDN0	None	9:00 – 4:00	F					18	
EPRS for Seasoned Supervisors and Managers	907HRDN0	None	9:00 – 12:00	A						20
Giving and Receiving Constructive Feedback (Achieve Global)	863HRDN0	$70	9:00 – 1:00	A			16			
Moving from Conflict to Collaboration (Achieve Global)	864HRDN0	$70	9:00 – 1:00	A		28				
Team Problem Solving Tools	865HRDN0	$65	9:00 – 4:00	F				26		
Using Myers-Briggs to Enrich Your Relationships	866HRDN0	$75	9:00 – 4:00	F				10		
COMPUTER PROGRAMS										
Access – Introduction	867HRDN0	$99	9:00 – 4:00	B-106				26		
Access – Intermediate	868HRDN0	$99	9:00 – 4:00	B-106					3	
Excel – Introduction	869HRDN0	$99	9:00 – 4:00	B-106				24		
Excel – Intermediate	870HRDN0	$99	9:00 – 4:00	B-106					1	
Excel – Charting & Organizing Data	871HRDN0	$99	9:00 – 4:00	B-106					8	
Outlook	872HRDN0	$49	9:00 – 1:00	B-106				19		
PowerPoint – Introduction	873HRDN0	$99	9:00 – 4:00	B-106					10	

HOLYOKE - HOLYOKE COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
PROFESSIONAL DEVELOPMENT									
ABC's of Management (AMA)	CWD50161H	$249	8:30 – 4:30				12 & 19		
Dynamic Communication – **NEW**	CWD09061H	$139	9:00 – 4:00		25				
First Line Supervision (AMA)	CWD51061H	$249	8:30 – 4:30			22 & 29			
Fundamentals of Finance & Accounting for Non-Financial Managers (AMA)	CWD50361H	$249	8:30 – 4:30		2 & 9				
Going the Extra Mile with Customer Service – **NEW**	CWD09361H	$119	9:00 – 4:00			10			
How to Deliver Winning Presentations (AMA)	CWD51461H	$249	8:30 – 4:30					17 & 24	
How to Handle Difficult People – **NEW**	CWD09261H	$199	9:00 – 4:00		4				
Managing and Resolving Conflict (AMA)	CWD51161H	$249	8:30 – 4:30		23 &	1			
Personal Strategies for Managing Stress (AMA)	CWD51361H	$249	8:30 – 4:30					3 & 10	
Policies for a Barrier Free Workplace	874HRDN0	None	9:30 – 1:00				21		
EPRS "Hands-on" for Supervisors & Mgrs.	908HRDN0	None	9:00 – 4:00	21					
EPRS "Hands-on" for Supervisors & Mgrs.	909HRDN0	None	9:00 – 4:00			17			
EPRS "Hands-on" for Supervisors & Mgrs.	910HRDN0	None	9:00 – 4:00					26	
EPRS for Seasoned Supervisors & Mgrs.	911HRDN0	None	9:00 – 12:00		18				
EPRS for Seasoned Supervisors & Mgrs.	912HRDN0	None	9:00 – 12:00						23
COMPUTER PROGRAMS									
Introduction to Personal Computers	CSI 08061	$99	9:30 – 4:00	28					
Introduction to Personal Computers	CSI 08062	$99	9:00 – 4:00			1			
Introduction to Personal Computers	CSI 08063	$99	9:00 – 4:00				7		
Navigating Microsoft Windows '95	CSI 08161	$49	12:30 – 4:00		9				
Navigating Microsoft Windows '95	CSI 08162	$49	12:30 – 4:00			28			
Navigating Microsoft Windows '95	CSI 08163	$49	12:30 – 4:00					25	
Microsoft Excel (MOUS) 97 Proficient	CSI 08461	$229	9:00 – 4:00		10 & 17				
Microsoft Excel (MOUS) 97 Expert	CSI 08561	$229	9:00 – 4:00			2 & 9			
Microsoft Word (MOUS) 97 Proficient	CSI 08261	$229	9:00 – 4:00			30 &	6		
Microsoft Word (MOUS) 97 Proficient	CSI 08262	$229	9:00 – 4:00				20 & 27		
Microsoft Word (MOUS) 97 Expert	CSI 08361	$229	9:00 – 4:00				4 & 11		
Microsoft Word (MOUS) 97 Expert	CSI 08362	$229	9:00 – 4:00				25 &	2	
Microsoft Access (MOUS) 97 Expert	CSI 08661	$446	9:00 – 4:00					11, 18, 25 &	1
Microsoft PowerPoint (MOUS) 97 Expert	CSI 08761	$239	9:00 – 4:00					16 & 23	
Using E-mail and the Internet	CSI 08861	$99	9:00 – 4:00		3				
Using E-mail and the Internet	CSI 08862	$99	9:00 – 4:00			23			
Using E-mail and the Internet	CSI 08863	$99	9:00 – 4:00					9	

WORCESTER – QUINSIGAMOND COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
PROFESSIONAL DEVELOPMENT									
American Sign Language	875HRDQ0	$285	2:00 – 4:00		3, 10, 17, 24	2, 9, 23, 30	6, 13, 20, 27		
Basic Workplace Spanish	876HRDQ0	$285	2:00 – 4:00		8, 15, 22, 29	7, 14. 21, 28	4, 11, 18		
Blueprint Reading	877HRDQ0	$285	9:00 – 4:00		18 & 25				
Business/Report Writing	878HRDQ0	$130	9:00 – 4:00		2 & 9				
Challenge of Alzheimer's – NEW	879HRDQ0	$65	8:30 – 4:00			15			
Clarifying Customer Expectations (Achieve Global) - NEW	930HRDQ0	$89	9:00 – 1:00					10	
CNA Safety: How to Deal with Nursing Home Resident Aggression – NEW	931HRDQ0	$40	9:00 – 12:00			27			
Coaching: Bringing Out the Best in Others	932HRDQ0	$40	9:00 – 1:00			10			
Conducting Business on the Internet – **NEW**	933HRDQ0	$65	9:00 – 4:00				28		
Conducting Business on the Internet – **NEW**	934HRDQ0	$65	9:00 – 4:00						16
Confronting Issues with your Managers and Peers	935HRDQ0	$60	9:00 – 1:00		23				
Confronting Issues with your Managers and Peers	936HRDQ0	$60	9:00 – 1:00				7		
Dealing with Emotional Behavior	937HRDQ0	$60	9:00 – 1:00			22			
Debt-Free Workshop – **NEW**	938HRDQ0	$45	9:00 – 12:00		16				
Debt-Free Workshop – **NEW**	939HRDQ0	$45	9:00 – 12:00				11		
Embracing Diversity	940HRDQ0	$65	9:00 – 12:00			29			
EPRS "Hands-on" for Supervisors & Mgrs.	913HRDQ0	None	9:00 – 4:00	21					
EPRS "Hands-on" for Supervisors & Mgrs.	914HRDQ0	None	9:00 – 4:00			14			
EPRS "Hands-on" for Supervisors & Mgrs.	915HRDQ0	None	9:00 – 4:00					11	
EPRS for Seasoned Supervisors & Mgrs.	916HRDQ0	None	9:00 – 12:00		28				
EPRS for Seasoned Supervisors & Mgrs..	917HRDQ0	None	1:00 – 4:00				25		
EPRS for Seasoned Supervisors & Mgrs.	918HRDQ0	None	9:00 – 12:00						13
Executive Writing	941HRDQ0	$95	9:00 – 4:00				5		
Giving and Receiving Constructive Feedback	942HRDQ0	$70	9:00 – 1:00	28					
Giving and Receiving Constructive Feedback	943HRDQ0	$70	9:00 – 1:00				24		
Grant Writing	944HRDQ0	$175	9:00 – 4:00				14 & 21		
How to Conduct a Needs Analysis	945HRDQ0	$65	9:00 – 4:00				28		
Multiple Learning Styles	946HRDQ0	$65	9:00 – 4:00				19		
Myers-Briggs Type Inventory	947HRDQ0	$50	1:00 – 4:00		4				
Myers-Briggs Type Inventory	948HRDQ0	$50	9:00 – 12:00					23	

WORCESTER – QUINSIGAMOND COMMUNITY COLLEGE

COURSE NAME	COURSE #	FEE	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE
Prevention and Management of Aggressive Behavior in Nursing Home Residents – Primer Program - **NEW**	949HRDQ0	$40	9:00 – 12:00				12		
Project Management Seminar	950HRDQ0	$225	9:00 – 4:00						6 – 7
Public Speaking	951HRDQ0	$225	9:00 – 4:00						2, 9 & 16
Quality: Through the Eyes of the Customer (Achieve global) – **NEW**	952HRDQ0	$89	9:00 – 1:00					3	
Resolving Customer Dissatisfaction (Achieve Global) - **NEW**	953HRDQ0	$89	9:00 – 1:00					17	
Successfully Managing Irate Callers with Lasting Effects (SMILE)	954HRDQ0	$75	9:00 – 12:00		11				
Successfully Managing Irate Callers with Lasting Effects (SMILE)	955HRDQ0	$75	9:00 – 12:00					16	
Supervising the Marginal Employee	956HRDQ0	$65	9:00 – 4:00				26		
Techniques of Teaching Adults	957HRDQ0	$195	9:00 – 4:00						1, 8 & 15
Work Organization	958HRDQ0	$65	9:00 – 4:00				14		
Work Organization	959HRDQ0	$65	9:00 – 4:00					24	
COMPUTER PROGRAMS									
Access – Introduction	960HRDQ0	$99	9:00 – 4:00				18		
Access – Intermediate	961HRDQ0	$99	9:00 – 4:00					9	
Access – Advanced	962HRDQ0	$99	9:00 – 4:00						13
Excel – Introduction	963HRDQ0	$99	9:00 – 4:00				21		
Excel – Intermediate	964HRDQ0	$99	9:00 – 4:00					12	
Introduction to Internet	965HRDQ0	$99	9:00 – 4:00				25		
Introduction to Internet	966HRDQ0	$99	9:00 – 4:00					18	
Introduction to Internet	967HRDQ0	$99	9:00 – 4:00					26	
Introduction to PCs	968HRDQ0	$99	9:00 – 4:00				10		
Introduction to Windows 95 and 98	969HRDQ0	$99	9:00 – 4:00				11		
Introduction to Windows 95 and 98	970HRDQ0	$99	9:00 – 4:00					23	
PowerPoint – Introduction	971HRDQ0	$99	9:00 – 4:00					2	
Word - Introduction	972HRDQ0	$99	9:00 – 4:00				13		
Word – Intermediate	973HRDQ0	$99	9:00 – 4:00					4	
Word – Advanced	974HRDQ0	$99	9:00 – 4:00						1
WordPerfect 8.0 - Introduction – **NEW**	975HRDQ0	$99	9:00 – 4:00				26		
WordPerfect 8.0 – Intermediate - **NEW**	976HRDQ0	$99	9:00 – 4:00					31	
Web Page Development	977HRDQ0	$99	9:00 – 12:00					10 & 17	
Web Page Development	978HRDQ0	$99	9:00 – 4:00						7

REGISTRATION FORMS

PARTICIPANT REGISTRATION FORM
FOR *STATE* EMPLOYEES ONLY

Please use this form to enroll in programs you would like to attend. Send it to your Department Training Liaison Office (DTLO) listed in the front of this catalogue. You and your supervisor must sign this form below (#❸).

1. **Program Information**

Title:_____

Program # (from catalogue): _____

Program Date(s):_____ Fee $_____

Location:_____

2. **Participant Information**

Name: _____

Department:_____ Division:_____

Work Address:_____ Floor:_____

City:_____ Zip:_____

Work Phone ( )_____ Fax # ( )_____

Job Title:_____ Job Grade:_____ Bargaining Unit:_____

E-mail: _____ ManagementLevel: _____

Sex:: [ ] Male [ ] Female

Race: [ ] 1. White [ ] 2. Black [ ] 3. Hispanic

[ ] 4. Asian/Pacific Islander [ ] 5. Native American

[ ] 6. Other:_____

Disability: [ ] Yes [ ] No

Special Needs (Specify):_____

3. **Signatures: (REQUIRED, OR FORM WILL BE RETURNED)**

Participant:_____

Supervisor:_____

4. **Department Training Liaison Officer Information: (For DTLO use Only)**

Once you receive "confirmation" status for this slot from the HRD Training Group, please provide the following information and return this entire form to the participant with instructions to present the form for admission to class.

This admission is to be charged to: (if no charge, provide just the three letter agency code for I.E. No.)

[ ] Invoice: _____ _____ _____ [ ] MMARS: ____ ____ ____ - ____ ____ ____ ____

Dept. Code 3 Alphas — Dept. Code 3 Alphas — Org. Code 4 digits

Signature:_____ Phone: ( )_____ ext._____

Status on Confirmation Report [ ]**Confirmed** [ ]**Wait List** (If this is checked, please do not attend the class.)

5. **The HRD Training Group Information (for HRD use only)**

Coordinator:_____ Data entry date:_____ Initials:_____

6. **Cancellation Policy**

Slots requested cannot be canceled or substituted for other courses. Scheduled participants who cannot attend should notify their DTLO so that an appropriate substitute can be arranged.

Participants must present this completed form for admission to the course.

INSTRUCTION

To enroll in HRD programs, send one participant registration form for each program you want to attend to your Department Training Liaison Officer (DTLO)

DO NOT SEND TO HRD

If selected to attend, your DTLO will sign and return the form to you. The entire completed form must be presented for admission on the day of the course.

Notify your DTLO immediately if you must cancel so a substitute can be sent. Programs fees are not refundable.

Refer all registration questions to your DTLO. For additional information, call HRD Registrar at (617) 727-3777 x582. The DTLO's are listed in the front of this catalogue

PARTICIPANT REGISTRATION FORM
FOR *MUNICIPAL* EMPLOYEES

Please use this form to enroll in programs you would like to attend. Send it to your Department Training Liaison Office (DTLO) listed in the front of this catalogue. You and your supervisor must sign this form below (#❸).

1. **Program Information**

Title:_____

Program # (from catalogue): _____

Program Date(s):_____ Fee $_____

Location:_____

2. **Participant Information**

Name: _____

City/Town_____ Department_____

Work Address:_____ Floor:_____

City:_____ Zip:_____

Work Phone ( )_____ Fax # ( )_____

Job Title:_____ Job Grade:_____

E-mail:_____ Management Level: _____

Sex:: [ ] Male [ ] Female

Race: [ ] 1. White [ ] 2. Black [ ] 3. Hispanic

[ ] 4. Asian/Pacific Islander [ ] 5. Native American

[ ] 6. Other:_____

Disability: [ ] Yes [ ] No

Special Needs (Specify):_____

INSTRUCTION

To enroll in HRD programs, send one participant registration form for each program you want to attend to your Department Training Liaison Officer (DTLO)

DO NOT SEND TO HRD

If selected to attend, your DTLO will sign and return the form to you. The entire completed form must be presented for admission on the day of the course.

Notify your DTLO immediately if you must cancel so a substitute can be sent. Programs fees are not refundable.

Refer all registration questions to your DTLO. For additional information, call HRD Registrar at (617) 727-3777 x582. The DTLO's are listed in the front of this catalogue

3. **Signatures: (REQUIRED, OR FORM WILL BE RETURNED)**

Participant:_____

Supervisor:_____

4. **Department Training Liaison Officer Information: (For DTLO use Only)**

Once you receive "confirmation" status for this slot from the HRD Training Group, please provide the following information and return this entire form to the participant with instructions to present the form for admission to class.

[ ] Invoice: _____ _____ _____ [ ] P.O. # or Check_____

Signature:_____ Phone: ( )_____ ext._____

Status on Confirmation Report [ ]**Confirmed** [ ]**Wait List** (If this is checked, please do not attend the class.)

5. **The HRD Training Group Information (for HRD use only)**

Coordinator:_____ Data entry date:_____ Initials:_____

6. **Cancellation Policy**

Slots requested cannot be canceled or substituted for other courses. Scheduled participants who cannot attend should notify their DTLO so that an appropriate substitute can be arranged.

Participants must present this completed form for admission to the course.

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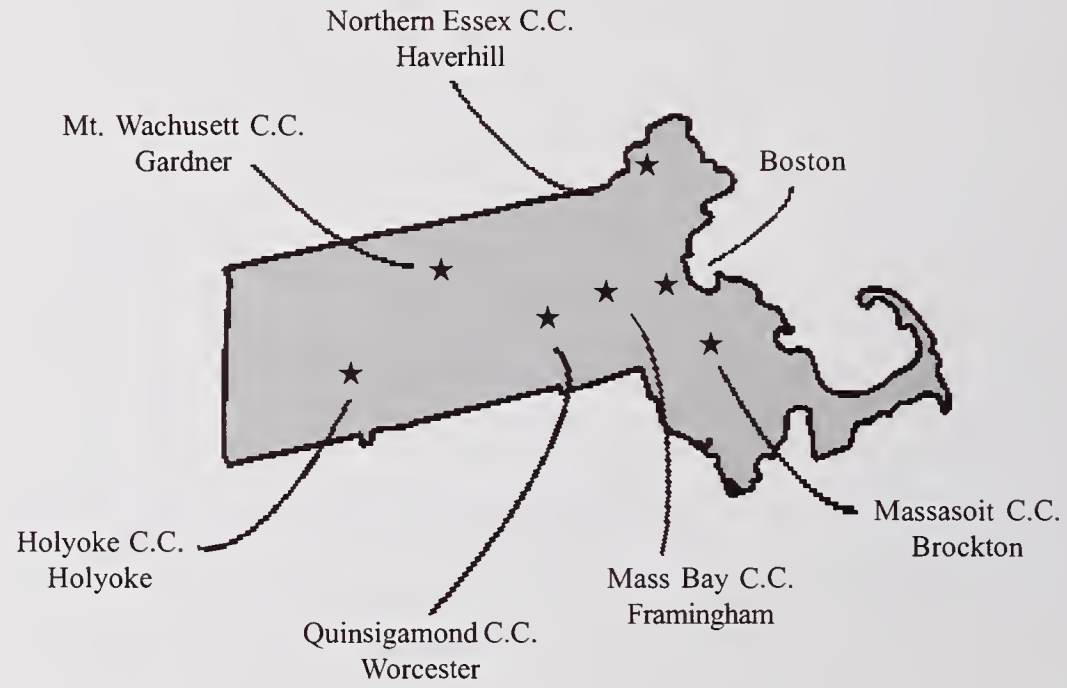

Commonwealth of Massachusetts
Human Resources Division
Training Group
One Ashburton Place, Room 1002
Boston, MA 02108

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